CLINIC MANAGEMENT OF CONTRACT PERSONNEL

ROLE OF CONTRACT PERSONNEL IN ADCS

- AUGMENT WORKLOAD
  - DENTISTS
  - HYGIENISTS
  - ASSISTANTS

ROLE OF CONTRACT PERSONNEL IN ADCS

- SUBSTITUTE FOR MILITARY / GS WHEN:
  - MIL / GS UNAVAILABLE OR INAPPROPRIATE
  - SHORT TERM HIRE
  - SITE CONSIDERATIONS
  - MILITARY SPECIFIC FUNCTIONS MOOT

ROLE OF CONTRACT PERSONNEL IN ADCS

- CONTRACT PERSONNEL: CONSIDER THEM AS TEMPORARY

ROLE OF CONTRACT PERSONNEL IN ADCS

- PRIMARY PURPOSE OF CONTRACT DENTISTS:
  - IMPROVE QUALITY OF PRACTICE FOR 63A

TYPES OF CONTRACT PERSONNEL

- CENTRAL CONTRACTS:Negotiated between DENCOM and a contractor who provides a number of personnel in a given category and under conditions stipulated in the contract.

TYPES OF CONTRACT PERSONNEL

- Personal Services Contracts:
  Individual contracts usually involving only a single employee and an employer, such as a DENTAC.

Sources of Contract Personnel (Central Contracts)

- Chicasaw: Provide dentists in CONUS and Korea
- Choctow: Provide assistants, hygienists in CONUS (but operate via local Contract Officer Representative)
- Cherokee: Provide dentists, hygienists in Europe

Relationships with Contract Personnel

- governed by MEDCOM Regulation No. 715-3
- **http://hcaa.medcom.amedd.army.mil go to the library link**

REG 715-3

- **Supervisors must inform their subordinates of the rules, and listen to and act upon concerns about possible violations.**
- **Failure to understand / follow rules can result in civil / criminal penalties.**
- **Must protect procurement information from disclosure.**

REG 715-3

- **Contract personnel are not government employees, and cannot perform inherently governmental functions.**
- **Cannot direct contractors to employ a specific individual.**
- **Must contact the contracting officer (or COR) when have changes in contract requirements.**

REG 715-3

- Conduct business in the open.
- Contract employees not authorized to participate in social events, training holidays, organization days, etc. unless event is specifically defined in the contract. Exception: Clinic / DENTAC professional meetings.
- Contract employees not authorized to participate in repetitive social events, such as lunches, physical training, etc.

GENERAL RECOMMENDATIONS

- **Read and understand the contract. Do not assume that any particular duty / behavior is or is not included in the contract.**

GENERAL RECOMMENDATIONS

- **Read and understand MEDCOM Reg 715-3, and explain it to the clinic staff. Although the reg is directive in nature, use common sense, courtesy, and good communication in the management of contract personnel.**

GENERAL RECOMMENDATIONS

- **Use contract dentists to improve the variety and quality of the dental officer's practice. The contract dentist should, as a minimum, be competent and credentialed to perform the standard duties of the 63A.**

SPECIFIC RECOMMENDATIONS

- **Communicate freely with contract employees, except that communication prohibited by Reg 715-3. Give them a copy of the reg so they know the rules by which you are bound.**

SPECIFIC RECOMMENDATIONS

- **Utilize the contract dentist to improve the quality of practice of the dental officer. Communicate with the dental officers and the contract dentist to explore how this can best be done i.e. mentorship, periodic freedom from sick call, exam, class 3 patients, and operative.**

SPECIFIC RECOMMENDATIONS

- **Utilize advanced skills of the contract dentist, if applicable and appropriate. Try to keep them busy, supported, interested, and feeling like part of the team.**

SPECIFIC RECOMMENDATIONS

- **Include them in clinic training, and tap into their expertise by letting them be a trainer, if appropriate.**

SPECIFIC RECOMMENDATIONS

- **If your contract employee does not perform up to your expectation:**
  try to train them up to the standard, if possible
- **If not trainable, recommend to the DENTAC POC (usually the DENTAC XO) that the employee should be removed.**

QUESTIONS ???